

**Elizabeth Lawrence**

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May 19, 2022

Docket Control
ARIZONA CORPORATION COMMISSION
1200 West Washington Street
Phoenix, AZ 85007

RE: Arizona Public Service Company (APS or Company)
Application for Approval of Rates, Charges, and Schedules
Decision No. 78436 revising Decision No. 78317
Docket No. E-01345A-19-0236

In Decision No. 78436 (January 31, 2022) (Decision), the Commission ordered APS to:

[F]ile with the Commission every other week until September 1, 2022, a report that includes, for customers served by residential and commercial rate plans with TOU, customer-specific data (without personally identifiable information) showing (for the applicable billing period) the difference between the amount a customer is billed with the 3 p.m. to 8 p.m. on-peak period and the amount the customer would be billed with the 4 p.m. to 7 p.m. on-peak period ("billing difference").

The attached biweekly report provides a snapshot of APS's progress on the time-of-use (TOU) implementation, which will be completed by September 1, 2022, as required by the Decision. Through Tuesday, May 17, 18% of customers enrolled in Rate Schedules TOU-E (Time-of-Use 4 p.m. to 7 p.m. Weekdays) and R-3 (Time-of-Use 4 p.m. to 7 p.m. Weekdays with Demand Charge) have been transitioned to the new on-peak hours. This includes 55% of the TOU implementation plan's first-priority customer segment, limited-income customers on TOU (TOU-E) and TOU with demand (R-3) rates.

While the meter reprogramming effort is achieving 97% or better daily success rate, technical limitations with a specific meter type have prompted APS to lower initial daily transition targets to ensure proper implementation. The technical issue was identified when reprogramming began in early May and will require a modest increase in the number of TOU and TOU with demand customers whose transition will move to a later month. APS is maintaining the plan's established customer transition priorities.

This report includes monthly bin analyses and a cumulative bin analysis comparing bill impacts for residential customers between the existing 3-8 p.m. TOU on-peak hours and the new 4-7 p.m. on-peak window for the months customers are enrolled in the TOU-E or R-3 rate plans. The cumulative bin analysis is based on the bill impacts for the period beginning December 1, 2021 with prorated December bills through the April 2022 bill cycle.

APS is dedicated to completing a timely implementation of the new TOU on-peak hours for customers, and this biweekly report is integral to keeping the Commission, Staff, stakeholders, customers, and other interested parties informed about the implementation plan's progress.

Please let me know if you have any questions.

Sincerely,

/s/ Elizabeth Lawrence

Elizabeth Lawrence

EL/bg
Attachment

APS 4-7 p.m. Time-of-Use
(TOU) Implementation

Biweekly Progress Report

May 19, 2022



APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Schedule Status* – On Track

					2021		2022							
			Current Start Date	Current End Date	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
1	Plan, Design, Develop and Test	% Complete	11/12/21	07/01/22										
	Business Requirements	✓ 100%	11/12/21	12/23/21										
	Environment Planning & Management	✓ 100%	12/30/21	04/15/22										
	System Impact Analysis & Requirements	✓ 100%	12/22/21	01/18/22										
	High Level Design	✓ 100%	12/27/21	02/03/22										
	Detail Design & Development	✓ 100%	12/28/21	03/05/22										
	System Testing	✓ 100%	12/28/21	03/05/22										
	System Integration Testing	✓ 100%	01/21/22	04/13/22										
	Performance Testing	✓ 100%	01/31/22	04/22/22										
	User Acceptance Testing	✓ 100%	02/09/22	04/27/22										
	Regression Testing	✓ 100%	02/25/22	04/22/22										
	Organizational Change Management & Training	✓ 100%	03/23/22	04/29/22										
	Go / No-Go	✓ 100%	04/25/22	04/29/22										
	Production Readiness & Deployment	✓ 100%	04/15/22	05/01/22										
	Post Production Support	37%	05/02/22	07/01/22										
2	Customer Meter and Billing Transition	% Complete	05/02/22	08/29/22										
	Bill Cycle Based Transition with 20K/Day Goal - Month 1 **	29%	05/02/22	06/30/22										
	Bill Cycle Based Transition with 20K/Day Goal - Month 2		06/01/22	06/30/22										
	Bill Cycle Based Transition with 20K/Day Goal - Month 3		07/01/22	07/29/22										
	Final Over-The-Air Retries & Truck Rolls - Month 4		08/01/22	08/29/22										
3	Customer Education and Outreach Program - TOU Phase	% Complete	12/29/21	08/04/22										
	Filing of CEOP	✓ 100%	12/31/21	01/07/22										
	Staff Review & Recommendation	✓ 100%	01/10/22	03/29/22										
	Approval of CEOP from Commission	✓ 100%	04/12/22	04/13/22										
	CEOP Business Requirements	✓ 100%	01/05/22	02/17/22										
	IT Design & Development	✓ 100%	02/18/22	05/01/22										
	Production & Programming of Outbound Communications	✓ 100%	02/25/22	05/01/22										
	Communications Delivery to Customers	35%	04/01/22	08/04/22										

* Status information as of 5/18/2022

** 20K/Day Goal for Month 1 reduced to respond to technical limitations of a certain meter type, resulting in the extension of planned Month 1 transitions.

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

★ Key Updates

Plan, Design, Develop, and Test

- Post-production hypercare support is in progress with post-implementation issues being resolved as they are identified.
- APS will be prepared to provide customer credits if ordered based on interval data for residential customers on TOU and TOU with demand rates (TOU-E and R-3).*

Customer Meter and Billing Transition

- Meter reprogramming began May 3 with lower daily targets to ensure proper implementation and respond to technical limitations for specific meter types. Reprogramming is achieving 97% or better daily success rate.
- APS is working with its vendors and the internal team to address TOU transition issues and remains on track to complete the customer meter and billing transition by September 1.

Customer Education and Outreach Program

- Customers on TOU and TOU with demand rates are notified when they transition to their new on-peak hours in a variety of ways. Depending on their online registration, communications include bill messages, bill onserts, emails, dialer phone calls, and an aps.com alert on their account dashboard at login.

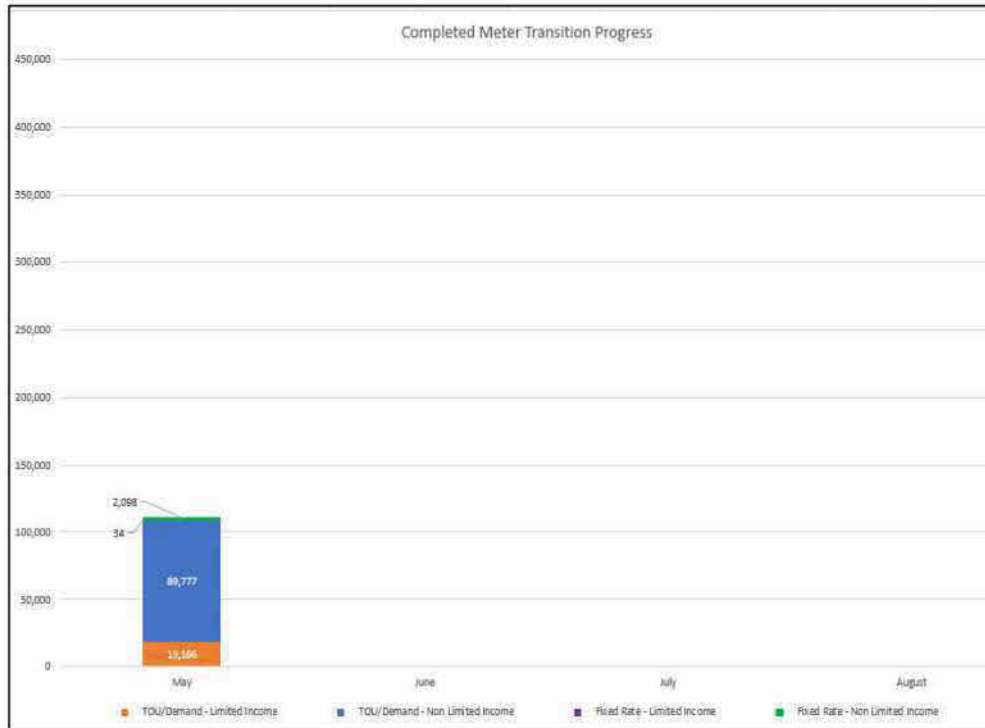
🔍 Key Risks & Issues

Issue	Update	Resolve Date
<ul style="list-style-type: none">• Technical limitations with a specific meter type slowed the number of meters that could be reprogrammed in May, which will require an increase in the number of meters to be reprogrammed in subsequent months to complete the transition by Sept. 1. This will impact the distribution of transitioning customers, shifting some customers into later months. APS continues to prioritize customers as described on Slide 4 and remains on track for transition completion.	<ul style="list-style-type: none">• Solution testing in progress to address the technical limitations to allow a higher volume of meter transitions each month.	5/27/22
<ul style="list-style-type: none">• An issue was identified where demand was not being charged to some customers on early bill cycles. Issued bills will be corrected. APS will communicate with customers and offer payment alternatives if needed. Remaining affected bills are being held and corrected prior to issuance.	<ul style="list-style-type: none">• Workaround in place to prevent issue while permanent fix is tested.	5/27/22

* The transition to 4-7 p.m. does not include customers on commercial TOU rate plans or residential customers on legacy rate plans (solar net metering, R-2) or pending rate plans (R-Tech, R-EV).

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Customer Transition Completions



	May	June	July	August	Total Complete	Total Planned	% Complete
TOU/Demand - Limited Income	19,166				19,166	34,727	55%
TOU/Demand - Non Limited Income	89,777				89,777	565,033	16%
Fixed Rate - Limited Income	34				34	27,222	0%
Fixed Rate - Non Limited Income	2,098				2,098	404,816	1%
TOTAL	111,075	0	0	0	111,075	1,031,798	11%

The transition plan for the new 4-7 p.m. on-peak period prioritizes limited-income customers (E-3/E-4) and customers on TOU and TOU with demand rate plans (TOU-E and R-3).

- Implementation priorities by customer segment:
 - First:** Limited-income on TOU and TOU with demand rates
 - Second:** Non-limited-income customers on TOU and TOU with demand rates
 - Third:** Limited-income customers on fixed rates
 - Fourth:** Non-limited-income customers on fixed rates*
- Reprogramming meters began slowly and in limited numbers per customer billing cycle to ensure proper implementation. Adjustments to the transition plan to address technical and vendor performance issues have shifted some customers to later months.
- The majority (92%) of limited-income customers on TOU and TOU with demand rates who have AMI meters are scheduled to complete transition by May 31. The remainder are scheduled for June.
- Remaining customers and customers that require additional time to address meter communication or access issues, for example, are scheduled to complete transition in July and August.
- Some fixed rate customers have been transitioned to TOU 4-7 p.m. meters to the extent they are a limited-income customer or started service or changed to fixed rate after April 30.
- The exact number of customers to be transitioned each billing cycle is subject to change. Customers on legacy rates (solar net metering, R-2) are not included. Please see page 11 for more detail.

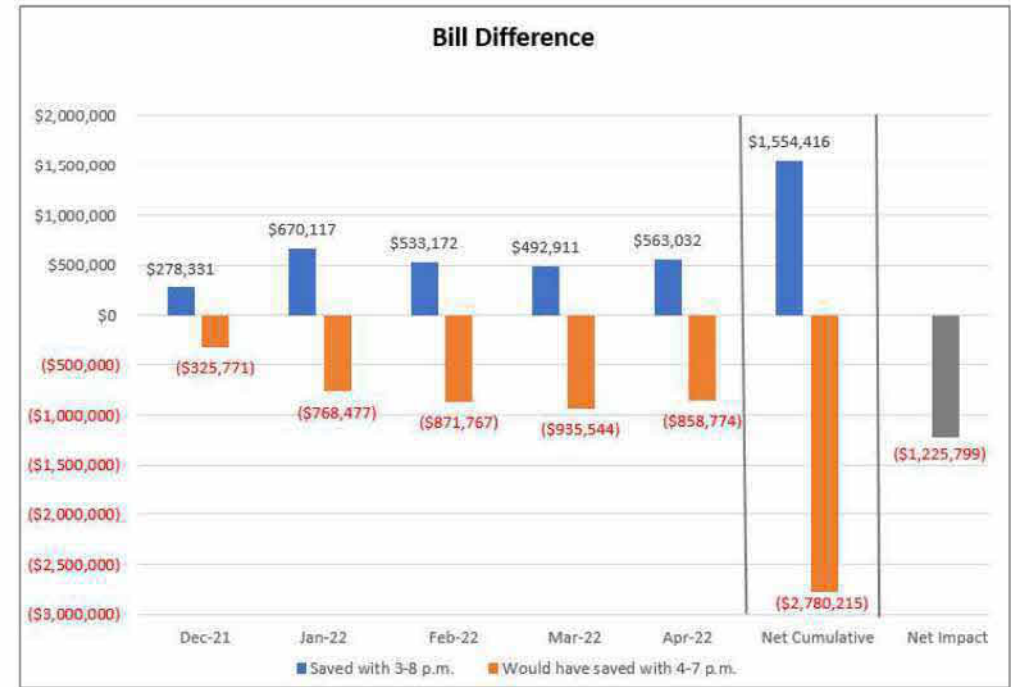
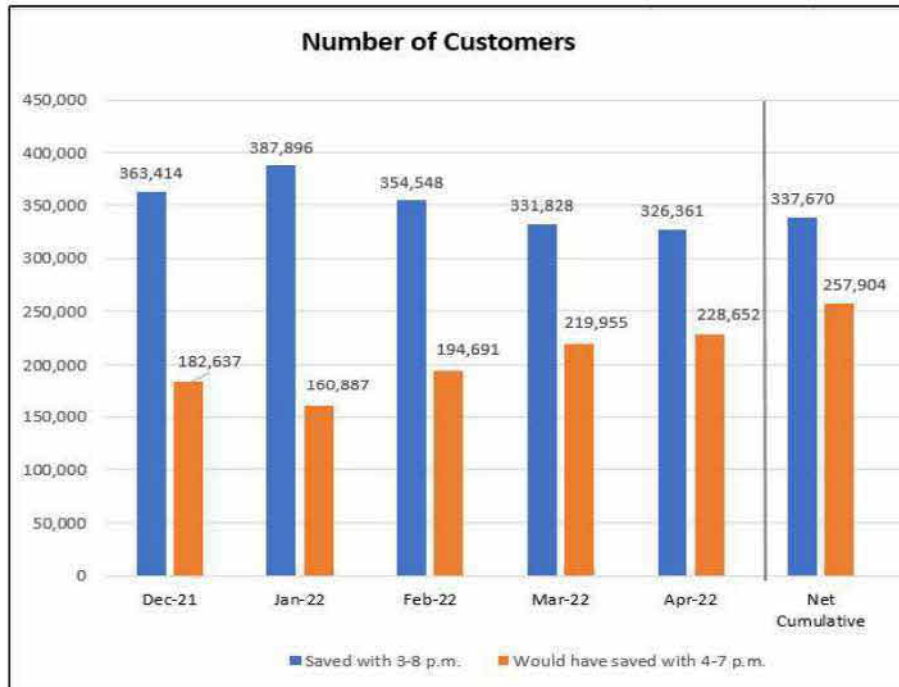
*Due to system limits for transitioning customers by billing cycle, some prioritized customer segments will require more than one month to be transitioned.

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Cumulative & Monthly Bin Analyses December 2021-April 2022

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Non-Limited-Income Customer Bill Impacts, Monthly and Cumulative*



- This cumulative analysis combines bill cycles as one period, from December 1, 2021 through the end of April 2022, to determine customer billing differences. Analyzing each month separately and then adding them together does not accurately reflect net customer billing differences over the entire period.
- Based on cumulative data, 57% of non-limited-income customers on TOU and TOU with demand rate plans saved with the 3-8 p.m. on-peak hours than they would have spent with the 4-7 p.m. on-peak hours.
- Based on cumulative data, non-limited-income customers would have saved \$1,225,799 with the 4-7 p.m. window compared to what they were billed with 3-8 p.m. period.
- The 3-8 p.m. and 4-7 p.m. rate designs are revenue neutral so some customers will pay more in a given month and others will pay less. Additionally, a single customer may pay more or less each month depending on that customer's energy usage, which is affected by a variety of factors, including weather.

*For a more detailed analysis and explanation of the calculation, please see the cumulative and monthly bin analyses in the Appendix.

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Limited-Income Customer Bill Impacts, Monthly and Cumulative*



- The cumulative analysis combines bill cycles as one period, from December 1, 2021 through the end of April 2022, to determine customer billing differences. Analyzing each month separately and then adding them together does not accurately reflect net customer billing differences over the entire period.
- Based on cumulative data, 50% of limited-income customers on TOU and TOU with demand rate plans saved with the 3-8 p.m. on-peak hours than they would have spent with the 4-7 p.m. on-peak hours.
- Based on cumulative data, limited-income customers would have saved \$133,171 with the 4-7 p.m. window compared to what they were billed with 3-8 p.m. period.
- The 3-8 p.m. and 4-7 p.m. rate designs are revenue neutral so some customers will pay more in a given month and others will pay less. Additionally, a single customer may pay more or less each month depending on that customer's energy usage, which is affected by a variety of factors, including weather.

*For a more detailed analysis and explanation of the calculation, please see the cumulative and monthly bin analyses in the Appendix.

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Cumulative Bin Analysis Report (December 2021 - April 2022 bill cycles)

Bill Impacts – Cumulative
3-8 Transition Rates vs 4-7 Rates
Base Rate and LFCR kW Impact

Non-Limited-Income (Non E-3/E-4) R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (160)	9
-50.0% to -45.01%	\$ (570)	10
-45.0% to -40.01%	\$ (569)	17
-40.0% to -35.01%	\$ (2,000)	39
-35.0% to -30.01%	\$ (7,001)	118
-30.0% to -25.01%	\$ (17,057)	290
-25.0% to -20.01%	\$ (50,566)	788
-20.0% to -15.01%	\$ (145,270)	2,495
-15.0% to -10.01%	\$ (396,383)	8,353
-10.0% to -9.01%	\$ (135,870)	3,274
-9.0% to -8.01%	\$ (159,604)	4,323
-8.0% to -7.01%	\$ (189,218)	5,670
-7.0% to -6.01%	\$ (221,101)	7,527
-6.0% to -5.01%	\$ (234,519)	9,235
-5.0% to -4.01%	\$ (255,044)	12,047
-4.0% to -3.01%	\$ (260,295)	15,540
-3.0% to -2.01%	\$ (250,214)	21,256
-2.0% to -1.01%	\$ (249,364)	38,188
-1.0% to 0.0%	\$ (205,411)	128,725
0.01% to 1.0%	\$ 421,237	206,410
1.01% to 2.0%	\$ 574,577	88,863
2.01% to 3.0%	\$ 513,291	40,117
3.01% to 4.0%	\$ 41,182	1,897
4.01% to 5.0%	\$ 2,669	231
5.01% to 6.0%	\$ 1,087	84
6.01% to 7.0%	\$ 281	41
7.01% to 8.0%	\$ 3	6
8.01% to 9.0%	\$ 2	10
9.01% to 10.0%	\$ 73	3
10.01% to 15.0%	\$ 13	8
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (1,225,799)	595,574

\$ (2,780,215)

\$ 1,554,416

\$ (1,225,799)

Would have saved on 4-7 p.m.

Saved on 3-8 p.m.

Limited-Income (E-3/E-4) R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ -	-
-50.0% to -45.01%	\$ -	-
-45.0% to -40.01%	\$ (7)	2
-40.0% to -35.01%	\$ (38)	1
-35.0% to -30.01%	\$ (455)	4
-30.0% to -25.01%	\$ (937)	17
-25.0% to -20.01%	\$ (2,344)	37
-20.0% to -15.01%	\$ (10,172)	152
-15.0% to -10.01%	\$ (26,539)	553
-10.0% to -9.01%	\$ (10,431)	263
-9.0% to -8.01%	\$ (14,308)	386
-8.0% to -7.01%	\$ (14,851)	442
-7.0% to -6.01%	\$ (18,251)	610
-6.0% to -5.01%	\$ (20,420)	762
-5.0% to -4.01%	\$ (20,433)	945
-4.0% to -3.01%	\$ (22,097)	1,282
-3.0% to -2.01%	\$ (22,193)	1,827
-2.0% to -1.01%	\$ (23,943)	3,585
-1.0% to 0.0%	\$ (22,095)	12,200
0.01% to 1.0%	\$ 30,174	15,232
1.01% to 2.0%	\$ 34,770	5,340
2.01% to 3.0%	\$ 30,130	2,446
3.01% to 4.0%	\$ 1,163	57
4.01% to 5.0%	\$ 59	9
5.01% to 6.0%	\$ 45	1
6.01% to 7.0%	\$ -	-
7.01% to 8.0%	\$ -	-
8.01% to 9.0%	\$ -	-
9.01% to 10.0%	\$ -	-
10.01% to 15.0%	\$ -	-
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (133,171)	46,153

\$ (229,513)

\$ 96,342

\$ (133,171)

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

Impacts are cumulative from December 1, 2021 and will represent the difference over the period between energy bills on 3-8 p.m. vs. 4-7 p.m. for the months enrolled in a 3-8 p.m. TOU-E or R-3 rate.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.



APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Monthly Bin Analysis Report (April 2022 bill cycles)

Bill Impacts – April 2022
3-8 Transition Rates vs 4-7 Rates
Base Rate and LFCR kW Impact

Non-Limited-Income (Non E-3/E-4) R-TOU-E and R-3 Customers

Limited-Income (E-3/E-4) R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (782)	19
-50.0% to -45.01%	\$ (2,465)	54
-45.0% to -40.01%	\$ (7,080)	152
-40.0% to -35.01%	\$ (13,707)	388
-35.0% to -30.01%	\$ (28,146)	844
-30.0% to -25.01%	\$ (48,402)	1,711
-25.0% to -20.01%	\$ (82,392)	3,359
-20.0% to -15.01%	\$ (127,376)	6,500
-15.0% to -10.01%	\$ (168,368)	11,782
-10.0% to -9.01%	\$ (36,218)	3,172
-9.0% to -8.01%	\$ (36,889)	3,673
-8.0% to -7.01%	\$ (35,787)	4,019
-7.0% to -6.01%	\$ (35,593)	4,591
-6.0% to -5.01%	\$ (34,056)	5,205
-5.0% to -4.01%	\$ (31,252)	5,914
-4.0% to -3.01%	\$ (31,745)	8,061
-3.0% to -2.01%	\$ (37,252)	14,920
-2.0% to -1.01%	\$ (54,079)	39,785
-1.0% to 0.0%	\$ (47,184)	114,503
0.01% to 1.0%	\$ 60,765	129,896
1.01% to 2.0%	\$ 137,187	91,320
2.01% to 3.0%	\$ 313,959	97,062
3.01% to 4.0%	\$ 49,398	7,580
4.01% to 5.0%	\$ 1,113	336
5.01% to 6.0%	\$ 363	97
6.01% to 7.0%	\$ 141	40
7.01% to 8.0%	\$ 58	11
8.01% to 9.0%	\$ 26	10
9.01% to 10.0%	\$ 9	3
10.01% to 15.0%	\$ 13	6
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (295,742)	555,013

\$ (858,774)

\$ 563,032

\$ (295,742)

Would have saved on 4-7 p.m.

Saved on 3-8 p.m.

Base % Impact	Revenue Impact	Customers
<-50%	\$ (49)	1
-50.0% to -45.01%	\$ (69)	2
-45.0% to -40.01%	\$ (386)	12
-40.0% to -35.01%	\$ (612)	19
-35.0% to -30.01%	\$ (1,416)	43
-30.0% to -25.01%	\$ (2,955)	103
-25.0% to -20.01%	\$ (4,748)	199
-20.0% to -15.01%	\$ (8,858)	445
-15.0% to -10.01%	\$ (12,952)	910
-10.0% to -9.01%	\$ (2,495)	225
-9.0% to -8.01%	\$ (2,623)	264
-8.0% to -7.01%	\$ (3,066)	342
-7.0% to -6.01%	\$ (2,727)	346
-6.0% to -5.01%	\$ (2,465)	392
-5.0% to -4.01%	\$ (2,324)	440
-4.0% to -3.01%	\$ (2,471)	647
-3.0% to -2.01%	\$ (2,930)	1,152
-2.0% to -1.01%	\$ (5,146)	3,550
-1.0% to 0.0%	\$ (4,599)	9,899
0.01% to 1.0%	\$ 4,463	9,803
1.01% to 2.0%	\$ 9,050	6,015
2.01% to 3.0%	\$ 23,608	7,529
3.01% to 4.0%	\$ 3,004	536
4.01% to 5.0%	\$ 28	11
5.01% to 6.0%	\$ 29	5
6.01% to 7.0%	\$ 8	1
7.01% to 8.0%	\$ -	-
8.01% to 9.0%	\$ -	-
9.01% to 10.0%	\$ -	-
10.01% to 15.0%	\$ -	-
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (22,701)	42,891

\$ (62,891)

\$ 40,190

\$ (22,701)

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.



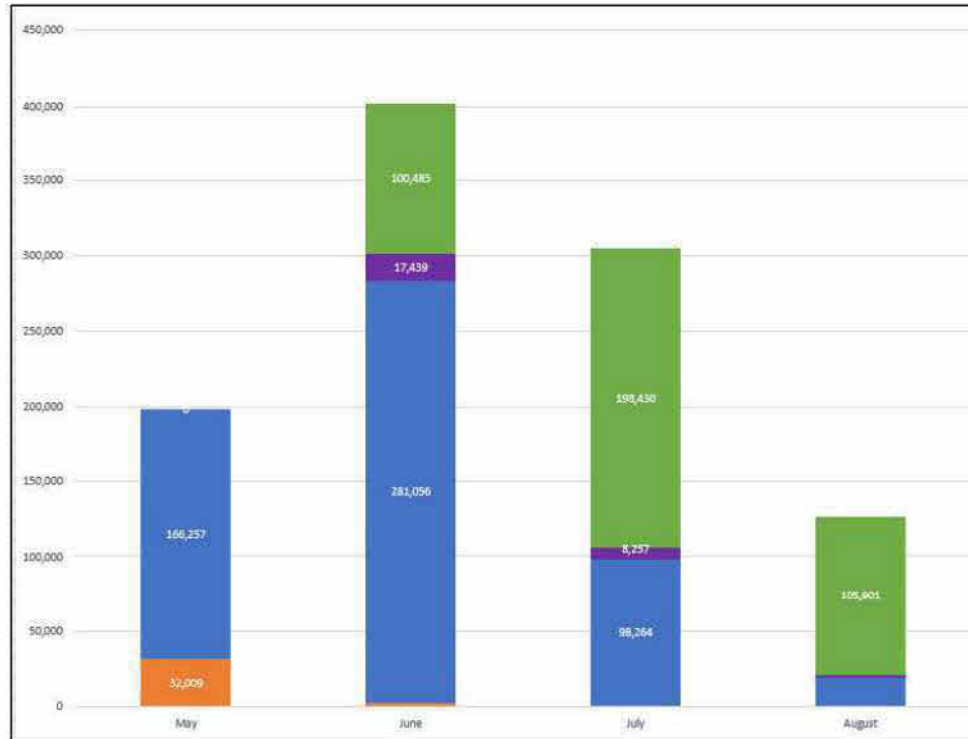
Appendix

The following slides include previously provided information and bin analyses.

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

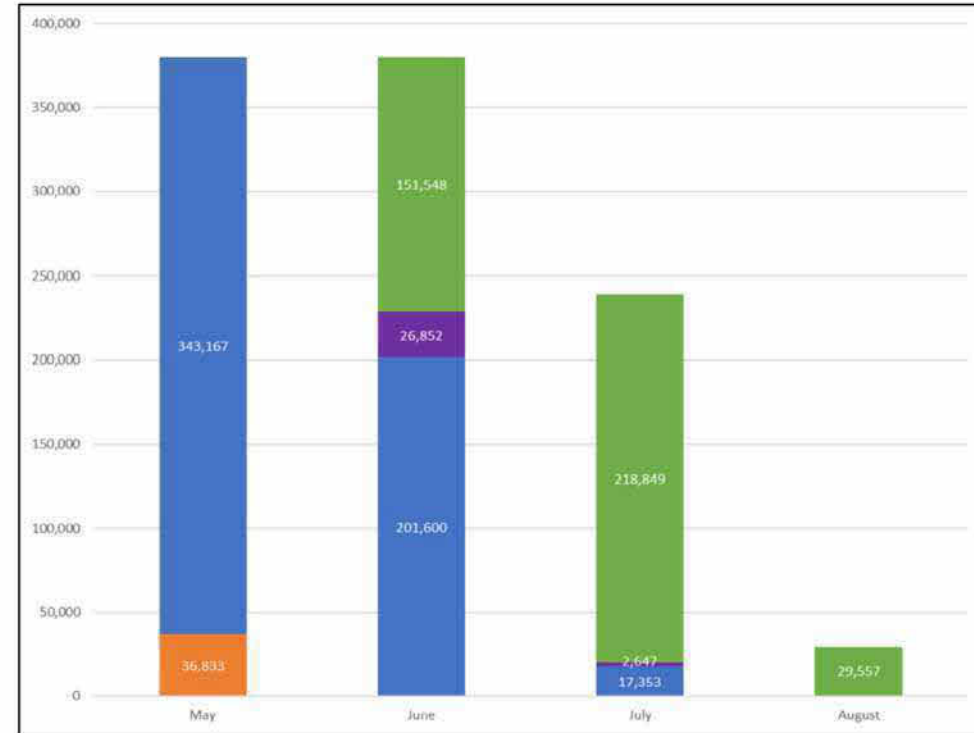
Customer Prioritization and Transition Plan – Updated in 05/19/2022 Report

Meter Transition Plan – 05/19/2022



	May	June	July	August	Total
TOU/Demand - Limited Income	32,009	2,718	0	0	34,727
TOU/Demand - Non Limited Income	166,257	281,056	98,264	19,456	565,033
Fixed Rate - Limited Income	0	17,439	8,257	1,526	27,222
Fixed Rate - Non Limited Income	0	100,485	198,430	105,901	404,816
TOTAL	198,266	401,698	304,951	126,883	1,031,798

Meter Transition Plan – 01/27/2022



	May	June	July	August	Total
TOU/Demand - Limited Income	36,833	0	0	0	36,833
TOU/Demand - Non Limited Income	343,167	201,600	17,353	0	562,120
Fixed Rate - Limited Income	0	26,852	2,647	86	29,585
Fixed Rate - Non Limited Income	0	151,548	218,849	29,557	399,954
TOTAL	380,000	380,000	238,849	29,643	1,028,492

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

TOU Customer Communications Plan for Change in On-Peak Hours - Filed in 04/07/22 Report

	April	May	June	July & Beyond
Coming Soon. Notify customers that their on-peak hours will be changing soon (during May-July)	Residential customers on TOU and TOU with demand rates are being sent: ❖ Pre-notification letter ❖ Bill message/onsert ❖ Emails (registered customers)			
New Hours. Notify customers that their on-peak hours are now 4-7 p.m. weekdays		TOU and TOU with demand rate customers provided with: ❖ Bill message, bill onsert and aps.com alert at login once transitioned to new on-peak hours ❖ Emails to customers who are registered	TOU and TOU with demand rate customers provided with: ❖ Bill message, bill onsert and aps.com alert at login once transitioned to new on-peak hours ❖ Emails to customers who are registered	TOU and TOU with demand rate customers provided with: ❖ Bill message, bill onsert and aps.com alert at login once transitioned to new on-peak hours ❖ Emails to customers who are registered
Going Forward. Reinforce on the customer's next bill and beyond			❖ Customers on TOU and TOU with demand rates who transitioned in May will have the new 4-7 p.m. on-peak period on their bill and in the rate plan name for the first time	❖ Customers on TOU and TOU with demand rates who transitioned in June will have the new 4-7 p.m. on-peak period on their bill and in the rate plan name for the first time

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Filed in 05/05/22 Report

Communications Readiness:

Pre-notifications

- Letters (596,000) and emails (439,000) were sent during April to pre-notify TOU and TOU with demand customers that their on-peak hours will transition during May-July, and they would be notified when it occurs.

At-transition notifications

- Bill onserts ("Your plan now has new TOU hours") will appear on TOU/TOU with demand customer bills, once meters are successfully reprogrammed and customer accounts are updated, beginning with the first May billing cycle and continuing through transition period.
- Once meters are successfully reprogrammed and customer accounts are updated, emails or outbound dialer phone calls will be sent to TOU/TOU with demand customers with a current email address or phone number to confirm new on-peak hours have begun.
- Upon login to their online account, and once meters are successfully reprogrammed and customer accounts are updated, TOU/TOU with demand customers will see an alert on their dashboard indicating their new on-peak hours.

Updated aps.com pages

- TOU and TOU with demand rate plan aps.com webpages are updated with new on-peak hours, pricing and an "Important Reminder" to customers still on 3-8 p.m. on-peak hours. Please see slides 14 and 15 for examples.
- For customers still on 3-8 p.m. on-peak hours, aps.com/newtou provides an overview of the new TOU on-peak hours to which customers will be transitioned and what that change will mean for customers.

Training and Change Management Readiness:

- Advisor support/reference materials are distributed (web-based training modules, FAQs & talking points, customer scenarios).
- Interactive training activities kicked off with leader-led huddles the week of April 25.
- Real-time support channel (same-day response) and internal resource site are activated.

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Your APS time-of-use rate plan has new on-peak hours of 4pm-7pm weekdays

You're still on the same APS rate plan, but that plan has **new on-peak hours now in effect on your account**. This means on weekdays only three hours are higher-cost on-peak hours instead of five. With these new on-peak hours of 4pm-7pm weekdays comes new pricing for both your summer and winter rates. Through your October bill, you're on the summer rate for this plan:



Starting with your next bill, you will see your plan name updated to Time-of-Use 4pm-7pm Weekdays. To see your winter rate and learn more about this plan, visit aps.com/touplan.

How can I save with a time-of-use plan?

You can save money by using less energy between 4pm-7pm weekdays. It's now more convenient to manage your energy use and costs because only these three hours on weekdays are on-peak hours. Avoid using some major appliances between 4pm-7pm weekdays to manage your costs. The more you shift to off-peak hours, the more you can save.



To explore your rate plan options and find more ways to save, visit aps.com/plans. Plus, we are available 24/7 by phone at (855) 225-5277.



ENG_RTOUE47

English Bill Inserts – Filed in 4/21/22 Report

- Appears on first bill at transition beginning in May
- Time-of-Use 4pm-7pm Weekdays
- Time-of-Use 4pm-7pm Weekdays with Demand Charge

Your APS time-of-use rate plan has new on-peak hours of 4pm-7pm weekdays

You're still on the same APS rate plan, but that plan has **new on-peak hours now in effect on your account**. This means on weekdays only three hours are higher-cost on-peak hours instead of five. With these new on-peak hours of 4pm-7pm weekdays comes new pricing for both your summer and winter rates. Through your October bill, you're on the summer rate for this plan:



Starting with your next bill, you will see your plan name updated to Time-of-Use 4pm-7pm Weekdays with Demand Charge. To see your winter rate and learn more about this plan, visit aps.com/demandplan.

How can I save with a time-of-use with demand charge plan?

You can save money by using less energy and managing energy demand (how much energy you use at the same time) between 4pm-7pm weekdays. It's now more convenient to manage your energy use and costs because only these three hours on weekdays are on-peak hours. You can save money by shifting some electricity use to lower-cost hours, before 4pm or after 7pm weekdays. If you use major appliances like the washer, dryer and dishwasher during higher-cost on-peak hours, between 4pm-7pm weekdays, try not to run them at the same time.



To explore your rate plan options and find more ways to save, visit aps.com/plans. Plus, we are available 24/7 by phone at (855) 225-5277.



ENG_RIS-47

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Tu plan de tiempo de uso de APS ahora tiene horas de mayor demanda de 4pm-7pm entre semana

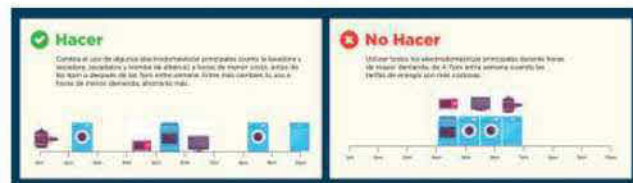
Todavía estás en el mismo plan de tarifas de APS, pero ese plan ahora tiene nuevas horas de mayor demanda en efecto en tu cuenta. Esto significa que entre semana hay tres horas que son más costosas en lugar de cinco. Con este nuevo horario de horas de mayor demanda de 4pm-7pm entre semana hay nuevos precios para tu plan de tarifas de verano e invierno. Hasta tu recibo de octubre, estarás en las tarifas de verano de este plan.



Empezando con tu próximo recibo, verás que el nombre de tu plan fue actualizado a *Time-of-Use 4pm-7pm Weekdays*. Para ver tus tarifas de invierno y aprender más sobre este plan, visita aps.com/plantou.

¿Cómo puedo ahorrar con un plan de tiempo de uso?

Puedes ahorrar dinero utilizando menos energía de 4pm-7pm entre semana. Ahora, es más conveniente manejar tu uso de energía y costos porque sólo tres horas entre semana, de 4pm-7pm, son horas de mayor demanda. Evita utilizar algunos electrodomésticos principales entre las 4pm-7pm entre semana para manejar tus costos. Cuanto más cambies tu uso a horas de menor demanda, más podrás ahorrar.



Para aprender más sobre tu plan y encontrar formas de ahorrar, visita aps.com/planes. También estamos disponibles las 24 horas al día, los 7 días de la semana, por teléfono llamando al (844) 605-4339.



SPA_RTOUE47

Spanish Bill Inserts – Filed in 4/21/22 Report

- Appears on first bill at transition beginning in May
- Time-of-Use 4pm-7pm Weekdays
- Time-of-Use 4pm-7pm Weekdays with Demand Charge

Tu plan de tiempo de uso de APS ahora tiene horas de mayor demanda de 4pm-7pm entre semana

Todavía estás en el mismo plan de tarifas de APS, pero ese plan ahora tiene nuevas horas de mayor demanda en efecto en tu cuenta. Esto significa que entre semana hay tres horas que son más costosas en lugar de cinco. Con este nuevo horario de horas de mayor demanda de 4pm-7pm entre semana hay nuevos precios para tu plan de tarifas de verano e invierno. Hasta tu recibo de octubre, estarás en las tarifas de verano de este plan.



Empezando con tu próximo recibo, verás que el nombre de tu plan fue actualizado a *Time-of-Use 4pm-7pm Weekdays with Demand Charge*. Para ver tus tarifas de invierno y aprender más sobre este plan, visita aps.com/plandemand.

¿Cómo puedo ahorrar con un plan de tiempo de uso con cargo por demanda?

Puedes ahorrar dinero utilizando menos energía y manejando tu demanda energía (cuanta energía usas al mismo tiempo) durante 4pm-7pm entre semana. Ahora es más conveniente manejar tu uso de energía y costos porque solo tres horas entre semana son las horas de mayor demanda. Puedes ahorrar dinero al cambiar parte de tu uso de electricidad a horas de menor costo, antes de las 4pm o después de las 7pm entre semana. Si usas los electrodomésticos principales como la lavadora, secadora o lavaplatos durante las horas de mayor demanda más costosas, de 4pm-7pm entre semana, trata de no utilizarlos al mismo tiempo.



Para aprender más sobre tu plan y encontrar formas de ahorrar, visita aps.com/planes. También estamos disponibles las 24 horas al día, los 7 días de la semana, por teléfono llamando al (844) 605-4339.



SPA_R3-47

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Filed in 05/05/22 Report

Changes are coming soon to APS time-of-use plans



New time-of-use hours are coming soon!

Customers on a current time-of-use or time-of-use with demand plan will have new on-peak hours.

Current On-peak Hours: 3pm-8pm Weekdays

New Hours Coming Soon: 4pm-7pm Weekdays

As a reminder, on-peak hours are when prices are higher to encourage customers to conserve energy because it's in big demand across our system. The Arizona Corporation Commission (ACC) requests we track potential cost differences to customer bills based on the current time-of-use hours and the new hours. Your account may qualify for a credit on a future bill.

Updated and published May 1, 2022: aps.com/newtou

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Filed in 05/05/22 Report

Reminder for APS customers on a time-of-use plan before May 1

The on-peak hours in your plan are changing from 3pm-8pm weekdays to 4pm-7pm weekdays. The change will take effect on your account between May and July. Until we notify you that your account has moved to the new on-peak hours, you should keep managing your energy use between 3pm-8pm weekdays in order to save money on your plan. [Review important information about this change >](#)

For customers starting service with us after May 1 and for existing customers considering a plan change, explore your options:

Fixed Energy Charge Plan

Lite Choice, Premier Choice and Premier Choice Large are now combined into this one plan.

Time-of-Use 4pm-7pm Weekdays

This plan used to be named Saver Choice.

Your energy rate is based on the time of day you use energy.

Time-of-Use 4pm-7pm Weekdays with Demand Charge

This plan used to be named Saver Choice Max.

Your energy rate is based on the time of day you use energy and

Updated and published May 1, 2022: aps.com/plans



APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Monthly Bin Analyses December 2021-March 2022

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Monthly Bin Analysis Report (December 2021 bill cycles) – Filed in 1/27/22 Report

Bill Impacts – December 2021 Bills (Prorated)
3-8 Transition Rates vs 4-7 Rates
Base Rate and LFCR kW Impact

Non E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	(36)	3
-50.0% to -45.01%	(979)	35
-45.0% to -40.01%	(2,665)	105
-40.0% to -35.01%	(5,299)	310
-35.0% to -30.01%	(9,002)	659
-30.0% to -25.01%	(18,622)	1,477
-25.0% to -20.01%	(33,001)	3,025
-20.0% to -15.01%	(48,879)	5,830
-15.0% to -10.01%	(66,546)	10,596
-10.0% to -9.01%	(14,155)	2,944
-9.0% to -8.01%	(14,146)	3,260
-8.0% to -7.01%	(14,554)	3,601
-7.0% to -6.01%	(14,338)	4,170
-6.0% to -5.01%	(13,635)	4,843
-5.0% to -4.01%	(12,768)	5,459
-4.0% to -3.01%	(12,164)	6,816
-3.0% to -2.01%	(12,726)	10,658
-2.0% to -1.01%	(16,696)	26,200
-1.0% to 0.0%	(15,562)	92,646
0.01% to 1.0%	32,674	137,245
1.01% to 2.0%	72,690	108,381
2.01% to 3.0%	151,029	110,346
3.01% to 4.0%	20,504	6,718
4.01% to 5.0%	938	498
5.01% to 6.0%	330	143
6.01% to 7.0%	47	48
7.01% to 8.0%	33	17
8.01% to 9.0%	21	11
9.01% to 10.0%	1	2
10.01% to 15.0%	64	4
15.01% to 20.0%	1	1
20.01% to 25.0%	-	-
25.01% to 30.0%	-	-
30.01% to 35.0%	-	-
35.01% to 40.0%	-	-
40.01% to 45.0%	-	-
45.01% to 50.0%	-	-
> 50.0%	-	-
Total	\$ (47,440)	546,051

\$ (325,771)

\$ 278,331

\$ (47,440)

Would
have
saved on
4-7 p.m.

Saved on
3-8 p.m.

E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	-	-
-50.0% to -45.01%	(70)	3
-45.0% to -40.01%	(179)	9
-40.0% to -35.01%	(257)	16
-35.0% to -30.01%	(838)	57
-30.0% to -25.01%	(1,233)	95
-25.0% to -20.01%	(3,017)	278
-20.0% to -15.01%	(4,051)	503
-15.0% to -10.01%	(5,660)	902
-10.0% to -9.01%	(1,278)	258
-9.0% to -8.01%	(968)	231
-8.0% to -7.01%	(1,315)	321
-7.0% to -6.01%	(1,084)	344
-6.0% to -5.01%	(1,077)	375
-5.0% to -4.01%	(1,004)	448
-4.0% to -3.01%	(896)	519
-3.0% to -2.01%	(1,069)	964
-2.0% to -1.01%	(1,753)	2,745
-1.0% to 0.0%	(1,595)	8,682
0.01% to 1.0%	2,273	9,947
1.01% to 2.0%	4,398	6,442
2.01% to 3.0%	9,560	7,363
3.01% to 4.0%	455	195
4.01% to 5.0%	9	7
5.01% to 6.0%	13	4
6.01% to 7.0%	5	2
7.01% to 8.0%	-	-
8.01% to 9.0%	-	-
9.01% to 10.0%	-	-
10.01% to 15.0%	-	-
15.01% to 20.0%	-	-
20.01% to 25.0%	-	-
25.01% to 30.0%	-	-
30.01% to 35.0%	-	-
35.01% to 40.0%	-	-
40.01% to 45.0%	-	-
45.01% to 50.0%	-	-
> 50.0%	-	-
Total	\$ (10,633)	40,710

\$ (27,345)

\$ 16,712

\$ (10,633)

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Monthly Bin Analysis Report (January 2022 bill cycles) - Filed in 2/24/22 Report

Bill Impacts – January 2022
3-8 Transition Rates vs 4-7 Rates
Base Rate and LFCR kW Impact

Non E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (290)	7
-50.0% to -45.01%	\$ (3,204)	52
-45.0% to -40.01%	\$ (7,019)	164
-40.0% to -35.01%	\$ (12,328)	324
-35.0% to -30.01%	\$ (24,689)	742
-30.0% to -25.01%	\$ (44,360)	1,521
-25.0% to -20.01%	\$ (74,671)	3,020
-20.0% to -15.01%	\$ (114,915)	5,662
-15.0% to -10.01%	\$ (157,667)	10,430
-10.0% to -9.01%	\$ (34,957)	2,947
-9.0% to -8.01%	\$ (36,676)	3,452
-8.0% to -7.01%	\$ (36,645)	3,830
-7.0% to -6.01%	\$ (34,064)	4,129
-6.0% to -5.01%	\$ (35,003)	4,998
-5.0% to -4.01%	\$ (31,463)	5,561
-4.0% to -3.01%	\$ (28,470)	6,720
-3.0% to -2.01%	\$ (28,033)	9,580
-2.0% to -1.01%	\$ (33,279)	21,443
-1.0% to 0.0%	\$ (30,743)	76,305
0.01% to 1.0%	\$ 91,122	154,671
1.01% to 2.0%	\$ 197,621	120,661
2.01% to 3.0%	\$ 349,539	107,077
3.01% to 4.0%	\$ 29,458	4,914
4.01% to 5.0%	\$ 1,633	397
5.01% to 6.0%	\$ 490	104
6.01% to 7.0%	\$ 139	44
7.01% to 8.0%	\$ 70	13
8.01% to 9.0%	\$ 26	10
9.01% to 10.0%	\$ 17	2
10.01% to 15.0%	\$ 1	3
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (98,360)	548,783

Would
have
saved on
4-7 p.m.

Saved on
3-8 p.m.

E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (27)	1
-50.0% to -45.01%	\$ -	-
-45.0% to -40.01%	\$ (468)	11
-40.0% to -35.01%	\$ (736)	20
-35.0% to -30.01%	\$ (1,996)	58
-30.0% to -25.01%	\$ (2,550)	90
-25.0% to -20.01%	\$ (5,514)	209
-20.0% to -15.01%	\$ (9,495)	472
-15.0% to -10.01%	\$ (14,191)	894
-10.0% to -9.01%	\$ (2,939)	237
-9.0% to -8.01%	\$ (2,961)	283
-8.0% to -7.01%	\$ (3,305)	330
-7.0% to -6.01%	\$ (2,965)	356
-6.0% to -5.01%	\$ (3,058)	431
-5.0% to -4.01%	\$ (2,421)	424
-4.0% to -3.01%	\$ (2,328)	568
-3.0% to -2.01%	\$ (2,522)	885
-2.0% to -1.01%	\$ (3,649)	2,301
-1.0% to 0.0%	\$ (3,452)	7,515
0.01% to 1.0%	\$ 7,083	11,947
1.01% to 2.0%	\$ 13,247	7,783
2.01% to 3.0%	\$ 23,262	7,124
3.01% to 4.0%	\$ 1,030	193
4.01% to 5.0%	\$ 46	12
5.01% to 6.0%	\$ 29	5
6.01% to 7.0%	\$ -	-
7.01% to 8.0%	\$ -	-
8.01% to 9.0%	\$ -	-
9.01% to 10.0%	\$ -	-
10.01% to 15.0%	\$ -	-
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (19,878)	42,149

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Monthly Bin Analysis Report (February 2022 bill cycles) - Filed in 3/24/22 Report

Bill Impacts – February 2022
3-8 Transition Rates vs 4-7 Rates
Base Rate and LFCR kW Impact

Non E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (1,452)	24
-50.0% to -45.01%	\$ (3,441)	75
-45.0% to -40.01%	\$ (9,731)	247
-40.0% to -35.01%	\$ (18,350)	537
-35.0% to -30.01%	\$ (34,956)	1,099
-30.0% to -25.01%	\$ (56,500)	2,051
-25.0% to -20.01%	\$ (93,021)	3,931
-20.0% to -15.01%	\$ (136,022)	7,225
-15.0% to -10.01%	\$ (170,838)	12,258
-10.0% to -9.01%	\$ (38,175)	3,458
-9.0% to -8.01%	\$ (37,359)	3,815
-8.0% to -7.01%	\$ (36,712)	4,185
-7.0% to -6.01%	\$ (35,167)	4,645
-6.0% to -5.01%	\$ (33,834)	5,367
-5.0% to -4.01%	\$ (30,685)	6,058
-4.0% to -3.01%	\$ (29,953)	7,889
-3.0% to -2.01%	\$ (31,535)	12,551
-2.0% to -1.01%	\$ (39,748)	28,754
-1.0% to 0.0%	\$ (34,287)	90,522
0.01% to 1.0%	\$ 69,188	141,233
1.01% to 2.0%	\$ 170,339	115,619
2.01% to 3.0%	\$ 266,451	92,473
3.01% to 4.0%	\$ 24,146	4,495
4.01% to 5.0%	\$ 1,961	499
5.01% to 6.0%	\$ 709	158
6.01% to 7.0%	\$ 257	43
7.01% to 8.0%	\$ 70	15
8.01% to 9.0%	\$ 32	8
9.01% to 10.0%	\$ 0	3
10.01% to 15.0%	\$ 20	2
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (338,595)	549,239

\$ (871,767)

\$ 533,172

\$ (338,595)

Would
have
saved on
4-7 p.m.

Saved on
3-8 p.m.

E-3/E-4 R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (67)	1
-50.0% to -45.01%	\$ (216)	5
-45.0% to -40.01%	\$ (638)	14
-40.0% to -35.01%	\$ (1,321)	37
-35.0% to -30.01%	\$ (2,560)	80
-30.0% to -25.01%	\$ (5,055)	176
-25.0% to -20.01%	\$ (8,008)	335
-20.0% to -15.01%	\$ (10,941)	553
-15.0% to -10.01%	\$ (14,631)	1,021
-10.0% to -9.01%	\$ (3,094)	275
-9.0% to -8.01%	\$ (3,004)	302
-8.0% to -7.01%	\$ (3,155)	361
-7.0% to -6.01%	\$ (2,869)	380
-6.0% to -5.01%	\$ (2,766)	445
-5.0% to -4.01%	\$ (2,787)	531
-4.0% to -3.01%	\$ (2,703)	740
-3.0% to -2.01%	\$ (3,115)	1,235
-2.0% to -1.01%	\$ (4,350)	3,057
-1.0% to 0.0%	\$ (3,475)	8,215
0.01% to 1.0%	\$ 5,248	10,495
1.01% to 2.0%	\$ 11,951	7,778
2.01% to 3.0%	\$ 18,351	6,333
3.01% to 4.0%	\$ 934	193
4.01% to 5.0%	\$ 63	19
5.01% to 6.0%	\$ 44	9
6.01% to 7.0%	\$ 9	2
7.01% to 8.0%	\$ -	-
8.01% to 9.0%	\$ -	-
9.01% to 10.0%	\$ -	-
10.01% to 15.0%	\$ -	-
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (38,155)	42,592

\$ (74,755)

\$ 36,600

\$ (38,155)

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.

APS 4-7 p.m. TOU Implementation: Biweekly Progress Report 05/19/22

Monthly Bin Analysis Report (March 2022 bill cycles) - Filed in 4/21/22 Report

Bill Impacts – March 2022
3-8 Transition Rates vs 4-7 Rates
Base Rate and LFCR kW Impact

Non-Limited-Income (Non E-3/E-4) R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (1,385)	24
-50.0% to -45.01%	\$ (3,610)	70
-45.0% to -40.01%	\$ (9,167)	235
-40.0% to -35.01%	\$ (19,385)	541
-35.0% to -30.01%	\$ (37,580)	1,180
-30.0% to -25.01%	\$ (64,071)	2,299
-25.0% to -20.01%	\$ (100,585)	4,247
-20.0% to -15.01%	\$ (143,762)	7,570
-15.0% to -10.01%	\$ (186,226)	13,437
-10.0% to -9.01%	\$ (40,560)	3,653
-9.0% to -8.01%	\$ (38,063)	3,898
-8.0% to -7.01%	\$ (38,306)	4,463
-7.0% to -6.01%	\$ (36,388)	4,873
-6.0% to -5.01%	\$ (33,835)	5,427
-5.0% to -4.01%	\$ (31,817)	6,324
-4.0% to -3.01%	\$ (30,599)	8,151
-3.0% to -2.01%	\$ (34,512)	14,133
-2.0% to -1.01%	\$ (46,710)	35,404
-1.0% to 0.0%	\$ (38,981)	104,026
0.01% to 1.0%	\$ 64,212	136,757
1.01% to 2.0%	\$ 158,478	107,344
2.01% to 3.0%	\$ 247,720	83,588
3.01% to 4.0%	\$ 20,312	3,576
4.01% to 5.0%	\$ 1,455	384
5.01% to 6.0%	\$ 419	115
6.01% to 7.0%	\$ 135	30
7.01% to 8.0%	\$ 81	19
8.01% to 9.0%	\$ 57	9
9.01% to 10.0%	\$ 19	3
10.01% to 15.0%	\$ 23	3
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (442,633)	551,783

\$ (935,544)

\$ 492,911

\$ (442,633)

Would
have
saved on
4-7 p.m.

Saved on
3-8 p.m.

Limited-Income (E-3/E-4) R-TOU-E and R-3 Customers

Base % Impact	Revenue Impact	Customers
<-50%	\$ (168)	3
-50.0% to -45.01%	\$ (93)	3
-45.0% to -40.01%	\$ (549)	14
-40.0% to -35.01%	\$ (1,376)	36
-35.0% to -30.01%	\$ (3,094)	95
-30.0% to -25.01%	\$ (4,144)	157
-25.0% to -20.01%	\$ (7,137)	298
-20.0% to -15.01%	\$ (11,342)	590
-15.0% to -10.01%	\$ (14,261)	1,034
-10.0% to -9.01%	\$ (3,162)	294
-9.0% to -8.01%	\$ (3,119)	315
-8.0% to -7.01%	\$ (2,995)	353
-7.0% to -6.01%	\$ (2,925)	388
-6.0% to -5.01%	\$ (2,898)	462
-5.0% to -4.01%	\$ (2,561)	529
-4.0% to -3.01%	\$ (2,634)	723
-3.0% to -2.01%	\$ (3,243)	1,310
-2.0% to -1.01%	\$ (4,794)	3,475
-1.0% to 0.0%	\$ (3,896)	9,014
0.01% to 1.0%	\$ 4,763	9,964
1.01% to 2.0%	\$ 11,376	7,506
2.01% to 3.0%	\$ 17,917	6,056
3.01% to 4.0%	\$ 826	175
4.01% to 5.0%	\$ 35	11
5.01% to 6.0%	\$ 6	3
6.01% to 7.0%	\$ 11	2
7.01% to 8.0%	\$ -	-
8.01% to 9.0%	\$ -	-
9.01% to 10.0%	\$ -	-
10.01% to 15.0%	\$ -	-
15.01% to 20.0%	\$ -	-
20.01% to 25.0%	\$ -	-
25.01% to 30.0%	\$ -	-
30.01% to 35.0%	\$ -	-
35.01% to 40.0%	\$ -	-
40.01% to 45.0%	\$ -	-
45.01% to 50.0%	\$ -	-
> 50.0%	\$ -	-
Total	\$ (39,457)	42,810

\$ (74,391)

\$ 34,934

\$ (39,457)

The customer impact calculations shown here are derived by applying the revenue-neutral 4-7 p.m. version of TOU-E or R-3 rates and the percentage of on-peak usage and demand during 4-7 p.m. obtained from interval data applied to the customers billed usage, compared to the amount billed under 3-8 p.m.

It is important to remember interval data is different than billed register data but is consistent with prior iterations of bin analysis prepared during the APS rate case.